

059 - CLERK-RECORDER

Operational Summary

Mission:

The Clerk-Recorder Office's mission is to provide efficient service to the public in a way that exemplifies the highest standard of courtesy, cost effectiveness, and ethical performance. Public records will be readily accessible to citizens/taxpayers in a convenient manner while safeguarding confidentiality and the security of those records.

Strategic Goals:

- Provide prompt and reliable service to the public
- Enhance public records accessibility
- Safeguard security over the public's records

Key Outcome Indicators:

Performance Measure	2003 Business Plan Results	2004 Business Plan Target	How are we doing?
CONTINUE CUSTOMER SATISFACTION SURVEYS WHICH RATE OVERALL VALUE OF OUR SERVICE TO THE PUBLIC. What: Survey forms measure customer satisfaction and ensure we are addressing customer needs. Why: Quality customer service is our top priority.	Survey results are 99% above standard.	Survey results are targeted to be at least 99% above standard.	The Orange County Clerk-Recorder's Office provides the highest level of service at the lowest cost-per-service unit of any major county in California.
THE NUMBER OF DOCUMENTS UTILIZING ELECTRONIC RECORDING. What: This measurement provides higher levels of transactions with minimal staffing increases. Why: Public has access to recorded documents within short timeframes.	597,289 documents using electronic recording were processed.	700,000 documents are targeted to use Electronic Recording.	Documents submitted via Electronic Recording are recorded within one-two hours of submittal.
NUMBER OF RECORDS CONVERTED TO ALTERNATE MEDIA TO ENSURE EASE OF ACCESS AND PRESERVATION AND SAFETY. What: This measurement is a tool to evaluate efforts to provide access and safeguard the public's records. Why: To provide added security to public records now and for future retrieval.	95,000 vital record images transferred from microfilm to digitized images.	Over 5 million official records targeted for processing to digital images.	The Office's technology plan enhancements are on track and priority continues to be placed on security of records.

FY 2003-2004 Key Project Accomplishments:

- A. RECORDER FUNCTIONS

1. Electronic Recording (ER): Among major breakthroughs for the Clerk-Recorder's Office in 2003, the number of title and insurance companies that record electronically has grown from 57 in 2002 to 82 users. Electronic Recording (ER) customers submit an average of 2,500 documents daily, with the total number of electronically recorded documents exceeding 2.4 million since implementation in 1997.

2. Document Recordings: The Office recorded a record high of 1.4 million documents for Fiscal Year 2002-2003. These recordings are a result, in part, of interest rates at a 40-year low. Real estate new sales and second Deeds of Trust recordings continue at high levels.

B. CLERK FUNCTIONS

1. Internet Access: Continued efforts to provide 24/7 access to records via the Internet included making the Fictitious Business Name index and Vital Record ordering available online free of charge this year.

2. Vital Records Automated Application: In December of 2003, an automated vital record application was implemented. This system allows customers to input their application information directly into our database. It expedites the application processing time, reduces customer-waiting period, provides for retrieval and eliminates multiple data entry.

C. DEPARTMENTAL WIDE

1. Automation: Important to the County's future ability to maintain, store and retrieve public records was the acquisition and the installation of a mass storage unit. For the purpose of further ensuring record security, it was relocated to the County's Data Center.

2. Archives: As of May, the Archives have been open Monday through Friday from 8:00-5:00. The Department has hired a recognized Archivist and an assistant. The Department continues to make the collection available to as many researchers as possible. During the year our focus was on cataloging material, promoting the use of the Archives and taking steps to ensure the long-term safety of our collection.

3. Operational Efficiencies: Office managers and supervisors meet to discuss unit activities, problems, changes, and departmental improvements. As an outcome of these meetings the office has: Developed and distributed Administrative Procedure Manuals that are available within every unit for all staff to reference and created a "staffing assistance" plan for units to share and seek solutions to their peak workload issues.

4. External Coordination and Public Relations

a. Working with the Health Care Agency in the development of shared information and images relating to vital records.

b. Developing and presenting curriculum and manuals for Authorized Notaries who issue confidential marriage licenses.

c. Working with Fannie Mae to promote national Electronic Recording.

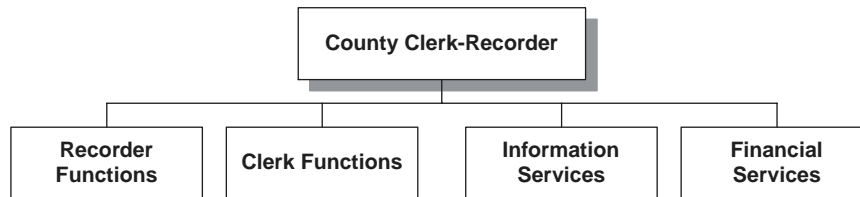
d. In July, the Department participated in the Orange County Fair, Golden Wedding Ceremony. Approximately ten couples, who have been married for fifty or more years, renewed their marriage vows. The Department head presided over portions of the ceremony and provided special words during the toast.

5. Department Audit: For the period January 1, 2002 through March 31, 2003, the Internal Audit Department conducted a cash receipt/trust fund disbursements review of the Department. The Department concurred with, and has implemented all of the review recommendations.

6. Enhancement Fee: On November 25, 2003, the Board approved resuming the collection of the Recorder Enhancement Fee, to be effective January 1, 2004. The Fee is \$1.00 for each additional page recorded. Revenue derived from the collection of the Fee is directly deposited in the Department's Enhancement Trust Fund and may only be used for automated, technological improvements to the Department's operations.

7. Satellite Office: The Department is exploring the feasibility of establishing a satellite office in the County to provide more convenient, easily accessible locations where the public could record transactions and potentially access additional services provided by the Department. The Department anticipates the implementation of such an office within the next twelve months.

Organizational Summary



COUNTY CLERK-RECORDER - The Clerk-Recorder is an elected official who, with the administrative staff, directs the activities of the department in satisfying the needs of the public regarding the recordation of various real property documents, filing of birth, death and marriage records, issuing marriage licenses, and filing Fictitious Business Names and other documents.

RECORDER FUNCTIONS - This division assists the public and title companies in recording documents pertaining to real property transactions. Included in this process is the examination of documents to determine recordability, recording and indexing documents, and optically imaging all recorded documents for storage and retrieval.

CLERK FUNCTIONS - This division is responsible for issuing marriage licenses and performing civil wedding ceremonies. It also registers Notary Publics, Process Servers, Professional Photocopiers, and Unlawful Detainer Assistants; files documents related to Fictitious Business Name registrations and Environmental Impact Reports; and produces copies of recorded documents and issues birth, death, and marriage certificates. The Archives division identifies, collects, preserves, arranges, maintains records of historical significance relevant to the County and County government, and educates the public as to their use. The Archives serves as both a repository for these unique documents and as a resource center open to the public.

INFORMATION SERVICES - This division provides technical and user support for all automated systems within the department. Staff provides short and long term automation planning, systems installation, user training, systems maintenance, and telecommunications support.

FINANCIAL SERVICES - This division is responsible for the fiscal integrity of the Department through the assessment of funding needs and fiscal issues that may impact Department activities. This includes budget planning, development, monitoring and implementation; oversight of expenditures and revenues; purchasing and deposit of funds.

Ten Year Staffing Trend:



Ten Year Staffing Trend Highlights:

■ No new positions were added in FY 2004-2005.

Budget Summary

Plan for Support of the County's Strategic Priorities:

The Clerk-Recorder's Office will continue to review costs of operation, maximize service to the public, and contribute revenues in excess of expenses to the County General Fund.

Proposed Budget and History:

Sources and Uses	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Total Positions	-	102	102	102	0	0.00
Total Revenues	22,132,724	16,167,639	21,715,805	16,302,530	(5,413,275)	-24.93
Total Requirements	7,400,418	9,923,723	9,596,365	10,058,614	462,249	4.82
Net County Cost	(14,732,306)	(6,243,916)	(12,119,440)	(6,243,916)	5,875,524	-48.48

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2003-2004 projected requirements included in "At a Glance" (Which exclude these).

Detailed budget by expense category and by activity is presented for agency: Clerk-Recorder in the Appendix on page 481.

Highlights of Key Trends:

- The recording of real property documents is continuing to remain steady due to low interest rates and high real property financing and refinancing. When compared to the first ten months of DY 02-03, current activity has remained steady thus far in FY 03-04. This volume is anticipated to remain relatively constant through FY 04-05. Our clients expect and will receive speedy and error free real property recordings.
- Interest rates are a key indicator of the number of real property recordings our Office will process. Projections in this regard are not an exact science, however, some trend indicators are useful when projecting workload. the two most important factors affecting real estate

prices are the economy and demographics. The economy goes up and down, but demographics, particularly the baby-boomer generation, just keep rolling along.

- The major Clerk functions in the Office are Fictitious Business Name (FBN) filings, issuance of marriage licenses and birth, death, and marriage certified copies. These operations increase approximate 5% annually. The economy has prompted the opening of new businesses, thus increasing FBN activity. The issuance of marriage licenses and performing civil marriage ceremonies continues at a steady pace in Orange County. The need for certified copies of birth, death, and marriage certificates is on the rise especially with schools requiring birth certificates prior to enrollment and children's sporting activities record requirements.

Budget Units Under Agency Control

No.	Agency Name	County Clerk-Recorder	Recorder Functions	Clerk Functions	Information Services	Financial Services	Total
059	Clerk-Recorder	3,462,607	2,847,124	1,405,982	1,886,158	456,743	10,058,614
	Total	3,462,607	2,847,124	1,405,982	1,886,158	456,743	10,058,614

059 - CLERK-RECORDER

Summary of Proposed Budget by Revenue and Expense Category:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Licenses, Permits & Franchises	\$ 465,559	\$ 485,000	\$ 442,839	\$ 485,000	\$ 42,161	9.52%
Charges For Services	21,655,743	15,676,639	21,224,951	15,811,530	(5,413,421)	-25.50
Miscellaneous Revenues	11,422	6,000	48,015	6,000	(42,015)	-87.50
Total Revenues	22,132,724	16,167,639	21,715,805	16,302,530	(5,413,275)	-24.93
Salaries & Benefits	5,328,170	5,960,406	5,837,418	6,173,522	336,104	5.76
Services & Supplies	2,054,345	3,735,865	2,964,101	3,844,205	880,104	29.69
Fixed Assets	116,280	335,000	901,807	154,350	(747,457)	-82.88
Intrafund Transfers	(98,377)	(107,548)	(106,961)	(113,463)	(6,502)	6.08
Total Requirements	7,400,418	9,923,723	9,596,365	10,058,614	462,249	4.82
Net County Cost	\$ (14,732,306)	\$ (6,243,916)	\$ (12,119,440)	\$ (6,243,916)	\$ 5,875,524	-48.48%

(1) Requirements include prior year encumbrances and expenditures. Therefore, the above totals may not match FY 2003-2004 projected requirements included in "At a Glance" (Which exclude these).

Proposed Budget Summary of County Clerk-Administration:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Licenses, Permits & Franchises	\$ 465,559	\$ 485,000	\$ 442,839	\$ 485,000	\$ 42,161	9.52%
Charges For Services	20,183,500	14,843,471	20,109,281	15,163,362	(4,945,919)	-24.60
Miscellaneous Revenues	11,422	6,000	48,015	6,000	(42,015)	-87.50
Total Revenues	20,660,481	15,334,471	20,600,135	15,654,362	(4,945,773)	-24.01
Salaries & Benefits	654,866	740,813	820,762	925,290	104,528	12.74
Services & Supplies	1,069,876	2,483,074	1,585,625	2,650,780	1,065,155	67.18
Fixed Assets	15,000	0	172,713	0	(172,713)	-100.00
Intrafund Transfers	(98,377)	(107,548)	(106,961)	(113,463)	(6,502)	6.08
Total Requirements	1,641,365	3,116,339	2,472,139	3,462,607	990,468	40.07
Net County Cost	\$ (19,019,117)	\$ (12,218,132)	\$ (18,127,996)	\$ (12,191,755)	\$ 5,936,241	-32.75%

Proposed Budget Summary of Recorder Functions:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Charges For Services	\$ 3,750	\$ 648,168	\$ 6,429	\$ 648,168	\$ 641,739	9,981.94%
Total Revenues	3,750	648,168	6,429	648,168	641,739	9,981.94
Salaries & Benefits	2,535,513	2,666,498	2,738,731	2,847,124	108,393	3.96

Proposed Budget Summary of Recorder Functions:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Services & Supplies	5,768	58,000	9,822	0	(9,822)	-100.00
Fixed Assets	0	0	8,014	0	(8,014)	-100.00
Total Requirements	2,541,281	2,724,498	2,756,568	2,847,124	90,556	3.29
Net County Cost	\$ 2,537,531	\$ 2,076,330	\$ 2,750,139	\$ 2,198,956	\$ (551,183)	-20.04%

Proposed Budget Summary of Clerk Functions:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Salaries & Benefits	\$ 1,225,598	\$ 1,553,317	\$ 1,357,228	\$ 1,405,982	\$ 48,754	3.59%
Services & Supplies	84,457	35,000	14,926	0	(14,926)	-100.00
Fixed Assets	8,291	25,000	0	0	0	0.00
Total Requirements	1,318,347	1,613,317	1,372,154	1,405,982	33,829	2.47
Net County Cost	\$ 1,318,347	\$ 1,613,317	\$ 1,372,154	\$ 1,405,982	\$ 33,829	2.47%

Proposed Budget Summary of Information Services:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Charges For Services	\$ 1,468,493	\$ 185,000	\$ 1,109,241	\$ 0	\$ (1,109,241)	-100.00%
Total Revenues	1,468,493	185,000	1,109,241	0	(1,109,241)	-100.00
Salaries & Benefits	497,082	550,899	529,001	538,383	9,382	1.77
Services & Supplies	893,753	1,159,791	1,343,784	1,193,425	(150,359)	-11.19
Fixed Assets	92,988	310,000	721,080	154,350	(566,730)	-78.59
Total Requirements	1,483,824	2,020,690	2,593,865	1,886,158	(707,707)	-27.28
Net County Cost	\$ 15,331	\$ 1,835,690	\$ 1,484,624	\$ 1,886,158	\$ 401,534	27.05%

Proposed Budget Summary of Financial Services:

Revenues/Appropriations	FY 2002-2003 Actual	FY 2003-2004 Budget As of 3/31/04	FY 2003-2004 Projected ⁽¹⁾ At 6/30/04	FY 2004-2005 Recommended	Change from FY 2003-2004 Projected	
					Amount	Percent
Salaries & Benefits	\$ 415,111	\$ 448,879	\$ 391,696	\$ 456,743	\$ 65,047	16.61%
Services & Supplies	492	0	9,943	0	(9,943)	-100.00
Total Requirements	415,603	448,879	401,639	456,743	55,104	13.72
Net County Cost	\$ 415,603	\$ 448,879	\$ 401,639	\$ 456,743	\$ 55,104	13.72%